

Minutes

St Johns Medical Centre Patient Participation Group

DATE & TIME

Tuesday 10th October 2023, 6-7.30pm

VENUE

F2F St Johns Conference Room

MEETING CALLED BY

Vanessa, Operations Manager

IN ATTENDANCE

Vanessa L, Operations Manager (VL)

Dr Nigel L, GP Partner (NL)

Naomi L, Research Nurse St John's Medical Centre (NAL)

Seonaid B, NWEH

Mary S, NWEH

Bindhu S, NWEH

6 Patient Participants

WELCOME, INTRODUCTION & APOLOGIES

Vanessa noted that she had received apologies from several patients participants and corrected for past apologies that weren't cited/incorrectly listed – going forwards sign in sheet to be used

The minutes were referred to from the last meeting and there were no issues arising.

Vanessa announced that this is the last PPG meeting for 2023.

AGENDA

Research

Dr Lord explained to the group that St Johns is an award- winning medical Centre for research. Dr's Lorna McCune & Kate Hayhurst as well as Naomi Lawson, Research Coordinator form St Johns Clinical Research team. St Johns were the winner in the category of "Primary Care or Community Research Contribution" on the 5th of October at the Greater Manchester Health Care & Research Awards. St Johns account for almost a fifth of all primary care research recruitment in Greater Manchester.

Naomi then went on to give the group a presentation and overview about St. Johns role and function in its contribution to clinical research.

Mary contributed to the presentation by highlighting that the Practice is currently recruiting patient research champions. The role and function was briefly explained. Written material was also made available to the group for anyone who might wish to consider taking up the role.

Interested parties are advised in the first instance to contact Vanessa.

Group members were keen to understand.

1. The process of research,
2. Details about how the medical Centre decides which research projects are undertaken by St Johns.
3. How St Johns came to be involved in research in the first place.

The Clinical/ NWEH team addressed all the questions including Dr Lord's explanation of his involvement in leading St Johns in the Salford Lung Study a number of years ago.

St John's has a very good uptake of research participants and this was highlighted by the NWEH team.

Practice Website

The current website will be overhauled in November 2023.

Vanessa will be communicating with the group by sending out information to the PPG as part of the review of the website.

Group participants are asked to return feedback to Vanessa as part of the process.

A group patient participant highlighted that there are too many websites, apps etc for patients to navigate. There was an agreement that there is a need to minimise complication.

Patient Access – Feedback on further revisions

Vanessa and Dr Nigel updated the group.

- AMGP (Ask my GP) continues to remain open for longer.
- AMGP alternatives are currently being investigated.

Patient participants asked for clarification on the following points.

1. Does AMGP accurately reflect which GPs are available on the days shown on the app/ website.

Vanessa explained that it does not but, because of the constraints of the system, that aspect of the site can't be changed. Patients are advised not to refer to the page to ascertain when specific GPs are available.

2. The average time to expect a response to an AMGP request.

Vanessa explained that it's usually within 48 hours although it can take longer taking into consideration the individual patient's availability.

- Patients report to their GP's that the surgery is currently more accessible to them.
- The workload distribution for the clinical team has improved over the course of the working week.
- Sickness absence levels have improved within the team and stress levels have improved.
- Patients have better access to telephone contact.
- DNA's (Did Not Attend) appointments are starting to increase as well as patients not picking up calls for telephone consultations.
- It is anticipated that a more fitting website will further improve access for patients.
- A patient participator wished to note that her family have expressed that her recent and ongoing care from St John's has been 'heroic'.

Additional Items for Discussion

Recruitment, Retention and Retirement of Staff

Vanessa advised the group of the following outcome of a recent recruitment drive.

- 5 x Reception staff
- 1x Physician Associate
- 1x General Practitioner (salaried 6 x sessions per week)
- 4x Medical Students

Dr Nigel further explained that

- All partners are required to work on a Monday or Friday every week. There is good coverage of clinical staff across the week.
- Recruitment of a new GP seems to have been easier at the current time and this is likely to be owing to several factors, (cost of locums have increased, salaries for GP's have increased and that there seems to be more salaried GP's available for recruitment).

- Currently 3x sessions are covered by locum GP's.

Dr Nigel and Vanessa also noted that St John's has a good record of retention of staff across all disciplines in the Practice.

Dr Nigel Lord announced the sad news that Dr Debbie Marsh will be retiring at the end of the month after 28 years of dedicated service to patients and the NHS.

St John's PPG patient members wish Dr Marsh a happy retirement with all good wishes and thank her for services to patients at the Surgery.

Any Other Business, (AOB)

Vanessa advised that there will be a recruitment drive for additional PPG members to join the group as required in accordance with the Constitution of the Patient Participation Group agreement, there is a need for an increase of membership to meet the patient attendance quota of twelve.

A patient representative raised issues regarding online reviews made public and specifically referred to an example made on Google.

The question was raised as to how St John's monitors and responds to, negative reviews.

Dr Nigel and Vanessa explained that the Practice is unable to publicly respond to those matters online at present.

NEXT MEETING

To be held in January 2024. Details to be confirmed nearer the time.

The meeting closed at 7.30pm. Vanessa thanked all for attendance and participation.